



San Francisco State University

Lead Resident Services Assistant

Mary Park Hall, Mary Ward Hall, Towers at Centennial Square,
Village at Centennial Square & the Science and Technology Theme Community

PREREQUISITE: Must be a SFSU Student and are required to maintain a 2.5 minimum GPA during term of employment

PERIOD OF EMPLOYMENT: Academic Year 2012

POSITIONS: Lead Residential Services Assistant

If you have any questions, please email Johana Duarte: jduart@sfsu.edu



San Francisco
State University
University Housing

Mary Ward Hall
800 Font Boulevard
San Francisco, California 94132-4045
Tel: 415/405.9382
Fax: 415/338.6219
Email: jduart@sfsu.edu

Dear Lead Resident Services Assistant Applicant:

University Housing is beginning to hire Permanent Lead RSA positions. We believe encouraging and selecting well-skilled individuals to be part of our staff will serve the best interest of the residents and the Residential Life program itself. In these positions, you will have the ability to develop your building, your community, your staff, and YOURSELF!

We are looking for individuals that are serious about the positions and can define and articulate their motivation, expectations, and desire for learning. Also, it is important for you to demonstrate competence in all areas of the job and have the willingness and ability to perform at a high level. These positions may not be right for everyone, so seriously consider your qualifications and interests.

The Lead Residential Services Assistant Selection Process for the academic year will operate from a two tier-process:

- **Tier One: Application Process**, we will be evaluating you on your completed application, your prior experience, your references, etc. The quality of your application and experiences will determine if you are invited to participate in the second tier of our process.
- **Tier Two: Interview Process**, Individual interviews last approximately 45 minutes and are facilitated by an appropriate supervising staff member.

Attached, you will find a copy of the Student Assistant “One App” application for the academic year. In addition, you will also find a Check-off Sheet to assist you in the completion of the process and will need to be attached to the top of your application.

Please feel free to contact the respective Housing Personnel for the position you are applying for should you have any questions or scheduling conflicts. We look forward to meeting you during the process. Good luck!

Respectfully,

University Housing Staff

PLEASE RETURN COMPLETED APPLICATIONS TO:

**HOUSING BUSINESS OFFICE
ATTN: JOHANA DUARTE
800 FONT BLVD
SAN FRANCISCO, CA 94132**

OR VIA US MAIL AT THE SAME ADDRESS

Lead Resident Services Assistant Check-Off Form

Please attach this form to the top of your application.

Name: _____

_____ Complete Cover Letter.

_____ Attach a copy of your resume.

_____ Complete Lead Student Assistant Employment Application.

_____ Complete Personal Information Sheet.

_____ Attach a copy of your unofficial SFSU transcripts. [found on mySFSU on the SFSU webpage]

_____ Turn in application and all required information.

THANK YOU FOR YOUR ASSISTANCE!

Lead Resident Services Assistant Supplemental Cover Letter Questions

Please address these three (3) questions in your cover letter. Please attach your one page cover letter to your resume. A cover letter must be typed and follow the traditional letter format.

1. What qualities do you possess that make you an outstanding candidate for the position you are applying for?
 2. What is your view of Authority and how do you handle Authority when you disagree?
 3. Describe one (1) way you would help build team work and create a productive environment for the Resident Services department.
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Lead Resident Services Assistant Employment Application

(Please print or type)

PERSONAL DATA

Last Name: _____ First Name: _____

SFSU ID #: _____ Email Address: _____

Academic Address:

Building: _____ Room/Apt#: _____

Street/Apt#: _____ City: _____ State: _____ Zip: _____

Permanent Address:

Street/Apt#: _____ City: _____ State: _____ Zip: _____

Home phone Number: _____

Alternate phone Number: _____

EMERGENCY CONTACT INFORMATION

(Person you would like for us to contact in event of an emergency)

Last: _____ First _____ Mi: _____

Address:

Street/Apt#: _____ City: _____ State: _____ Zip: _____

Home phone Number: _____

Alternate phone Number: _____

Applicant's Student Information

(Please print or type)

SFSU ENROLLMENT INFORMATION

Are you enrolled at least half-time at SFSU? Yes No
(If not, you are not eligible to apply.)

Freshman Sophomore Junior Senior Grad Current Semester Units: _____

Major: _____ Career Goal: _____

Current Semester GPA: _____ Overall GPA: _____

Have you worked for SFSU within the last year? Yes No

Have you ever been convicted of a misdemeanor or a felony? Yes No

If you answered yes please explain: _____

Are you currently employed? Yes No

If yes, and you are planning to continue with your current employer while working for Housing & Residential Services, please complete the following:

Employer Name: _____ Department: _____

Address:

Street/Apt#: _____ City: _____ State: _____ Zip: _____

Hours per week you will continue to work: _____

WORK-STUDY STUDENT APPLICANT

Have you been awarded Work-Study by the SFSU Financial Aid Office? Yes No

Amount Now Available \$ _____ Are you enrolled full-time at SFSU? Yes No

Applicant's Qualifications and Extracurricular Activities

(Please print or type)

QUALIFICATIONS AND EXPERIENCE

Can you type? Yes No Typing Speed: _____ Ten key calculators? Yes No

Please list your computer experience:

None PC Macintosh Word Processing Data Entry Other _____

Describe any software you have used: _____

What languages, other than English, do you speak? _____

Please list any additional skills you have which you feel might qualify you for this position:

EXTRACURRICULAR ACTIVITIES: (Use additional sheets if necessary)

The position you are applying for is for the academic year. Is there any reason you may not be able to fulfill this obligation (e.g. graduation, study abroad, etc.)?

List involvement (volunteer or paid), including dates, with campus and/or community organizations, and list offices held and respective responsibilities.

List any extracurricular activities in which you plan to participate next year, including offices, athletics, internship, student teaching, part-time job, military service, and the projected weekly time commitment.

Applicant's Work Experience

(Please print or type)

PREVIOUS WORK EXPERIENCE (Please list most recent first)

1. Position: _____ Employer: _____

Address: _____

Telephone: _____ Dates Worked: _____ Salary: _____

Supervisor: _____ Reason for Leaving: _____

Duties/Responsibilities: _____

2. Position: _____ Employer: _____

Address: _____

Telephone: _____ Dates Worked: _____ Salary: _____

Supervisor: _____ Reason for Leaving: _____

Duties/Responsibilities: _____

3. Position: _____ Employer: _____

Address: _____

Telephone: _____ Dates Worked: _____ Salary: _____

Supervisor: _____ Reason for Leaving: _____

Duties/Responsibilities: _____

PROFESSIONAL JOB REFERENCES

Name: _____ Relation: _____

Address: _____ Telephone: _____

Name: _____ Relation: _____

Address: _____ Telephone: _____

Applicant's Agreement

The information provided on this application is accurate to the best of my knowledge. I also authorize the release of my transcripts, academic schedule and grades by the appropriate University Office to verify any of the above SFSU information. If employed, I will promptly inform the employer of any changes in this information. I am aware that SFSU Residential Services Assistant employment is part-time (academic year) and temporary; the employer or employee may terminate employment at any time. I agree to complete the pre-employment processing which also includes signing the Oath of Allegiance to California and fingerprinting by UPD.

Signature _____ Date _____

Please provide the following information. This data is being collected for statistical purposes in order to comply with the U.S. Department of Education Office for Civil Rights guidelines. Your completion of this section is voluntary. Your responses are optional and will remain confidential and will not affect your employment opportunities at the University.

Ethnic Origin:

- | | | |
|---|--|--------------------------------|
| <input type="checkbox"/> African American/Black | <input type="checkbox"/> Native American | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Filipino | <input type="checkbox"/> Latino | <input type="checkbox"/> White |
| <input type="checkbox"/> Other/Decline to State | | |

Gender: Female Male

Resident Services Assistant Position Qualifications

Lead Residential Services Assistant Position Description:

With Supervision by the Coordinator—Resident Services, the Lead RSA is an official representative of the University. The Lead RSA staff is responsible for daily operations of the Community desks, Housing Business Office and providing quality customer service to the residence community. General duties consist of the following: maintain documentation and records including service requests, lockout cards, check-in/out procedures, weekly community development activities logs, daily inventory of room keys. Assist with mail processing; answer multi-line telephone, distribute messages; receive maintenance, custodial and grounds keeping requests, report unusual events and provide information and referrals. Check-out lock-out keys and entertainment/sports equipment. Provide first-line emergency response as outlined in the SFSU Housing and Residential Services Emergency Preparedness Plan, and security for residential community buildings by monitoring entrances and proximity alarms. Prepare information packets for students. Participate in pre-opening and in-service training sessions.

The Lead Residential Services Assistant will be responsible for aspects of the staff schedule, training and assisting with hiring of new staff members, assisting with staff payroll, participating in staff performance appraisals, assisting and coordinating special projects, serving as a mentor to the entire staff, maintaining supply inventory, and participate in an on-call phone duty rotation.

Perform other related duties as assigned.

Qualifications for Residential Services Assistants:

Must be a continuing SFSU student and must be registered student for Fall 2011 semester and continuing in Spring 2012. Experience working in a customer service environment - is mandatory; Experience working in a University residential community preferred. Experience working with spreadsheets, word-processing, and database software is highly desired. Must possess good communication skills, be flexible with a variety of assignments, and must be able to exercise independent judgment, work independently on a regular basis, and prioritize assignments with minimal supervision. Professional appearance and demeanor are required. Must be able to multi-task, promote departmental and University policies, represent the University and University Housing to the community in a positive and supportive manner; show diplomacy while working with individuals of all ages and backgrounds.

Applicant must be available for interviews November 30, 2011- December 9, 2011 and able to begin work January 2, 2012. Employment is required during the summer if applicant is interested.

Other mandatory dates (Building opening/closing, trainings, staff meetings, sneak preview etc) will be announced at a later time.